





















Appendix 1a - NHH written customer complaints to against medium/large retailers and companies in Wales by month in 2021/22

Company	Supply points/connections	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2020/21	Per 10K	Trends
Business Stream	399279	115	152	117	119	89	106	115	147	96	123	125	30	1334	33.4	
Castle Water	535698	268	243	212	320	257	255	224	237	221	262	222	249	2970	55.4	
Clear Business Water	18810	13	14	14	14	10	6	7	9	12	16	11	15	141	75.0	
Dwr Cymru Welsh Water	202097	24	24	25	27	27	27	22	22	21	22	22	22	285	14.1	
Everflow	105913	10	8	6	7	11	9	4	5	4	10	13	16	103	9.7	
First Business Water	8094	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
Hafren Dyfrdwy	9968	1	1	1	1	1	0	1	1	0	0	0	0	7	7.0	
SES Business	41315	34	22	17	20	28	15	14	16	17	25	11	15	234	56.6	
Source for Business	160619	28	29	29	30	34	21	33	29	20	21	19	29	322	20.0	
Water Plus	744366	683	824	796	720	630	719	642	688	470	582	585	872	8211	110.3	
Water2Business	163421	20	20	22	27	30	40	20	20	14	18	12	16	259	15.8	
Wave	405267	86	68	103	75	59	80	69	73	65	55	43	43	819	20.2	
Total	2794847	1257	1380	1341	1332	1148	1279	1128	1224	942	1112	1041	1307	14685	52.5	

Appendix 1b - NHH written customer complaints to against small retailers by month in 2021/22

Company	Supply points/connections	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2020/21	Per 10K	Trends
ADSM	3923	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
ConservAqua	1760	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
Smarta Water	3326	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
The Water Retail Co	735	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
Veolia Retail	422	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
Yu Water	1233	0	0	1	3	0	0	1	0	0	2	0	2	9	73.0	
Total	11399	0	0	1	3	0	0	1	0	0	2	0	2	9	7.9	














For MOSL

Company	SPIDs	Complaints to retailer	Per 10K	Complaints to CCW	Per 10K
Business Stream	399279	278	7.0	29	0.7
Castle Water	535698	733	13.7	179	3.3
Clear Business Water	18810	42	22.3	6	3.2
Dwr Cymru Welsh Water	202097	66	3.3	3	0.1
Everflow	105913	39	3.7	16	1.5
First Business Water	8094	0	0.0	0	0.0
Hafren Dyfrdwy	9968	0	0.0	0	0.0
SES Business	41315	51	12.3	10	2.4
Source for Business	160619	69	4.3	23	1.4
Water Plus	744366	2039	27.4	228	3.1
Water2Business	163421	46	2.8	5	0.3
Wave	405267	141	3.5	60	1.5
ADSM	3923	0	0.0	0	0.0









Median	4.0	1.5
Worst Quartile	12.7	2.6
Best Quartile	3.2	0.3



Appendix 2a - NHH complaints to CCW against medium/large retailers and companies in Wales by month in 2021/22

Company	Supply points/connections	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2020/21	Per 10K	Trends
Business Stream	399279	17	11	7	11	12	8	3	7	9	8	12	9	114	2.9	
Castle Water	535698	60	64	65	74	59	67	43	52	36	55	62	62	699	13.0	
Clear Business Water	18810	1	0	2	2	1	0	0	1	0	2	2	2	13	6.9	
Dwr Cymru Welsh Water	202097	1	2	1	2	4	1	1	1	1	1	2	0	17	0.8	
Everflow	105913	4	11	4	4	6	7	3	5	9	6	4	6	69	6.5	
First Business Water	8094	0	0	1	0	0	0	0	0	0	0	0	0	1	1.2	
Hafren Dyfrdwy	9968	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
SES Business	41315	4	7	6	10	1	2	3	3	5	3	4	3	51	12.3	
Source for Business	160619	6	9	5	4	3	11	2	4	1	6	6	11	68	4.2	
Water Plus	744366	82	104	87	65	71	67	73	63	53	87	62	79	893	12.0	
Water2Business	163421	0	0	1	1	1	1	0	0	0	2	2	1	9	0.6	
Wave	405267	17	22	30	16	15	9	14	12	10	17	21	22	205	5.1	
Total	2794847	192	230	209	189	173	173	142	148	124	187	177	195	2139	7.7	

Appendix 2b - NHH complaints to CCW against small retailers by month in 2021/22

Company	Supply points/connections	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2020/21	Per 10K	Trends
ADSM	3923	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ConservAqua	1760	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Smarta Water	3326	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
The Water Retail Co	735	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
Veolia Retail	422	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0	
Yu Water	1233	1	0	0	0	0	1	0	0	0	2	0	2	6	48.7	
Total	11399	1	0	0	0	0	1	0	0	0	2	0	2	6	5.3	
Others*	1	19	11	9	12	10	16	14	11	15	4	14	15	150		

1 - Wholesalers and any third parties that are not retailers

Appendix 3a - NHH complaints to CCW against medium/large retailers and companies in Wales in 2021/22 by main category

Company		Supply points/connections	Administration	Billing and Charges	Other	Water and Sewerage	Total	Per 10 K
Business Stream		399279	5	90	13	6	114	2.9
Castle Water		535698	106	520	55	18	699	13.0
Clear Business Water		18810	0	11	2	0	13	6.9
Dwr Cymru Welsh Water		202097	0	9	1	7	17	0.8
Everflow		105913	8	48	13	0	69	6.5
First Business Water		8094	0	1	0	0	1	1.2
Hafren Dyfrdwy		9968	0	0	0	0	0	0.0
SES Business Water		41315	15	34	2	0	51	12.3
Source for Business		160619	4	57	5	2	68	4.2
Water Plus		744366	146	662	55	30	893	12.0
Water2Business		163421	2	4	0	3	9	0.6
Wave		405267	38	156	8	3	205	5.1
Total		2794847	324	1592	154	69	2139	7.7

Appendix 3b - NHH complaints to CCW against small retailers in 2021/22 by main category

Company		Supply points/connections	Administration	Billing and Charges	Other	Water and Sewerage	Total	Per 10 K
ADSM		3923	0	0	0	0	0	0.0
ConservAqua		1760	0	0	0	0	0	0.0
Smarta Water		3326	0	0	0	0	0	0.0
The Water Retail Co		735	0	0	0	0	0	0.0
Veolia Retail		422	0	0	0	0	0	0.0
Yu Water		1233	2	4	0	0	6	48.7
Total		11399	2	4	0	0	6	5.3

Others*	1		18	45	20	67	150	
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1 - Wholesalers and any third parties that are not retailers

Appendix 4 - NHH complaints investigations carried out by CCW against medium/large retailers and companies in Wales in 2021/22

Company	Investigations	
	2020/21	2021/22
Business Stream	0	0
Castle Water	9	3
Clear Business Water	0	0
DCWW	0	0
Everflow	1	0
First Business Water	0	0
Hafren Dyfrdwy	0	0
Source for Business	0	1
SES Business	2	0
Water Plus	17	9
Water2Business	0	0
Wave	7	10
Total	36	23

Appendix 4 - NHH complaints investigations carried out by CCW against small retailers in 2021/22

Company	Investigations	
	2020/21	2021/22
ADSM	0	0
ConservAqua	0	0
Regent Water	0	0
Smarta Water	0	0
The Water Retail Co	0	0
Yu Water	0	0
Total	0	0